

ABSTRACT

Systems and methods for mining service requests for product support are described. In one aspect, unstructured service requests are converted to one or more structured answer objects. Each structured answer object includes hierarchically structured historic problem diagnosis data. In view of a product problem description, a set of the one or more structured answer data objects is identified. Each structured solution data object in the set includes term(s) and/or phrase(s) related to the product problem description. Historic and hierarchically structured problem diagnosis data from the set is provided to an end-user for product problem diagnosis.